

Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Public Service Supervisor Series

Classes in the Series

<u>Class Code</u>	<u>Class Title</u>
00778	Public Service Supervisor 1
00779	Public Service Supervisor 2
00780	Public Service Supervisor 3

Series Concept

Positions in these classes supervise, maintain, and control a variety of administrative or specialized technical support activities. These functions are supportive of primary programs and services in an agency or an organizational entity. In addition to administrative support operations, positions may provide for facilities and/or equipment maintenance and repair, domestic services, supplies, purchasing and inventory control, and services outside of the agency such as snow removal or trash removal. Positions may also perform office management functions to maintain primary support systems, such as personnel and accounting.

Definition of Operating Level: That organizational level primarily aimed at providing direct service delivery to internal or external customers.

1. First degree operating level: Basic support services are supervised such as typing, filing, mailing, data entry, and record maintenance.
2. Second degree operating level: In addition to basic support services, other service requiring the use of technical or para-professional knowledge by subordinates are provided.
3. Third degree operating level: Both of the above services are provided by subordinates. The employee also performs work at the professional level in a specific area.

Exclusions

The following are excluded from classification within this series:

1. Positions exercising less than full supervision of three or more state employees.
2. Supervisory positions having responsibility for program management including policy development, establishing goals and objectives, determining resources necessary to provide program services, establishing evaluation methods to determine program effectiveness, and being held accountable for final results. These positions should be classified in the Public Service Executive series.
3. Positions that require such a special knowledge that a separate classification exists for the type of work and qualifications required to supervise the work of subordinates.

Class Distinctions

Public Service Supervisor 1

Positions exercise full first line supervisory authority over 3 to 6 state employees. However, a position may supervise more employees where there is a similarity of function.

This is the first degree operating level of responsibility. Functions supervised may include a large variety of diverse support services that may range from domestic services functions to technical services and administrative support functions. The number and type of functions will be limited and will depend on the programs and structure of the employing organization.

Public Service Supervisor 2

Positions exercise first line or second line supervisory authority over 7 to 20 state employees, or occasionally more.

Positions function at the second degree operating level. Functions supervised may include a large variety of diverse support services that may range from domestic services functions to technical services and administrative support functions. The number and type of functions will depend on the programs and structure of the employing organization.

Employees are expected to be involved in monitoring either a large volume of work production in a few areas, or work produced from a variety of support areas such as supply ordering, inventory control, accounts maintenance, secretarial, clerical, building services, budget, personnel, training, planning, or purchasing.

Work performed by the Public Service Supervisor 2 may reflect first level professional specialty areas such as accounting, budgeting, personnel, planning, or purchasing.

Public Service Supervisor 3

Positions exercise first or second line authority over 7 to 20 state employees or more. Employees supervised may include subordinate supervisors or lead workers.

Positions function at third degree operating level. Functions supervised may include a large variety of support services such as supply ordering, inventory control, accounts maintenance, secretarial, clerical, or building services.

Work performed by a Public Service Supervisor 3 reflects experienced professional level work in such specialty areas as accounting, budgeting, personnel, training, planning, or purchasing.

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